

From: Cook, Susan (NIH/OD/ORS) [E]
To: (b)(6);
Cc: Mason, Russell (NIH/OD/ORS) [E]; Crawford, John (NIH/OD/ORS) [E]; Cook, Susan (NIH/OD/ORS) [E]
Subject: RE: [Ext] URGENT: Lack of Facial Covering -- 9/3/20
Date: Thursday, September 3, 2020 4:32:47 PM
Attachments: [image001.png](#)
[image003.png](#)

Hi (b)(6);

Thank you for addressing the incident. Safety is our top priority.

I understand the need to remove the mask while drinking, and will share your email with Dr. Fischbeck.

Best regards,
Susan Cook
Director, Division of Amenities and Transportation Services
National Institutes of Health

From: (b)(6); Contractor Info; Name of Non-Key Personnel [redacted] com>
Sent: Thursday, September 3, 2020 3:21 PM
To: Cook, Susan (NIH/OD/ORS) [E] <susan.cook@nih.gov>
Cc: Mason, Russell (NIH/OD/ORS) [E] <russell.mason@nih.gov>; Crawford, John (NIH/OD/ORS) [E] <crawfj@ors.od.nih.gov>
Subject: RE: [Ext] URGENT: Lack of Facial Covering -- 9/3/20

Hi Susan,

I spoke with Chef (b)(6) who was helping out behind the grill today. He had the mask on at all times. However, it was 90+ degrees outside and felt even hotter at the grill! He pushed his mask down for a drink & this is when the customer happened to walk up to him. It took him by surprise. Even though his mask was down for less than a minute, he realizes his mistake. He should have put the mask back on immediately or stepped away from the grill area.

I have addressed it again with the team & reiterated the importance of wearing a mask at all times. I assure you that we are taking all necessary steps to keep our customers as well as the team safe and compliant with NIH guidelines. However, do understand that perception is everything.

Thanks,

(b)(6);

(b)(6); Contractor Info; | eurest | (b)(6); Contractor Info | m. (b)(6); Contractor Info
connect with **people**. inspire through **food**. create **solutions**. live our **promise**.
www.eurest-usa.com